MEYERTECH
SECURITY *with* VISION

FUSION
INCIDENT

USER GUIDE

FUSION-INCIDENT

CCTV System Management Software
Issue 01

Contents

Introduction

Thank you for purchasing Meyertech's **FUSION-INCIDENT** software. Please read this user guide prior to installing and using the software. It will help you to achieve the maximum benefit from the software application.

The manual covers installation, operation and maintenance.

What is FUSION-INCIDENT?

As part of the FUSION software suite of applications, FUSION-INCIDENT helps CCTV system operators create and manage *electronic logs* of incidents they have witnessed.

FUSION-INCIDENT consists of three software elements:
- Client(s) – FUSION-INCIDENT-WS
- Fusion Incident server - FUSION-INCIDENT-MCDB
- Fusion Incident Console FUSION-INCIDENT-MCDB

There can be one or more clients (FUSION-INCIDENT-WS) and one server/console (FUSION-INCIDENT-MCDC). Typically operators will create/edit/view incident logs using FUSION-INCIDENT-WS, which would normally be running on a FUSION-WSx. When required the operator selects FUSION-INCIDENT-WS from the FUSION-GUI menu and FUSION-INCIDENT-WS pop-up as a separate window. FUSION-INCIDENT-MCDC is used to view/edit/manage the data and create management reports with tables and graphs using the Microsoft Office environment.

KEY   FEATURES

- CREATE INSTANT ELECTRONIC LOGS OF ANY INCIDENT

- PROVIDES FLEXIBLE CLIENT / SERVER ARCHITECTURE OF LAN or WAN

- MONITOR POTENTIAL CRIME HOTSPOTS

- CENTRAILSED STORAGE AND ANALISYS OF INCIDENT DATA

- CREATE PROFESSIONAL MANAGEMENT REPORTS FROM A MICROSOFT OFFICE ENVIRONEMT

- FULLY INTEGRATES WITH OTHER FUSION-SUITE APPLICATIONS

Installation

Minimum System requirements

FUSION-INCIDENT-WS (Client PC)

1. Windows XP Pro
2. 1.9 GHz Celeron (minimum)
3. 256MB RAM
4. CD ROM
5. 20MB hard disk space
6. LAN Ethernet network port
7. 24-bit colour display

FUSION-INCIDENT-MCDB (Management Database PC)

1. Windows XP Pro
2. 2.0 GHz Processor
3. 512MB RAM (1024MB RAM recommended)
4. CD ROM
5. 20 MB hard disk space (Dependant on amount of data stored, plus allow space for backups)
6. 24 bit colour display
7. Some method of data backup, E.G. tape, DVD etc

Install process

FUSION-INCIDENT-WS (Client PC)

1. Insert CD and setup.exe will auto start. If not use Explorer to select the setup.exe in the root folder.
2. The directory chosen for install is C:\Program Files\Meyertech_FI\Client
3. A typical install will accept all the default settings
4. The Fusion Incident Client installation should now be complete
5. Edit the ini file ilog.ini typically as follows for a local path
[Database]
C:\Program Files\Meyertech_FI\Data\ILogData.mde
Jet351 = No
6. Edit the ini file ilog.ini typically as follows for a network path [with share = FusionIncident]
[Database]
\\Workstn1\FusionIncident\Data\ILogData.mde
Jet351 = No

FUSION-INCIDENT-MCDB (Management Database PC or Console)

1. Insert CD and run the setup.exe from the "Console" folder.
2. The directory chosen for install is C:\Program Files\Meyertech_FI
3. Select the typical and install

The FUSION-INCIDENT-WS installation should now be complete

Software Upgrades

FUSION-INCIDENT-WS upgrades are straightforward and can be performed using the installation setup.exe for the Client

To upgrade the FUSION-INCIDENT-MCDB installation it is advised to use a manual process of replacing files as instructed by the upgrade readme. This is currently governed by the capabilities of the Microsoft Office Runtime Installer. See section Manual Install of FUSIOIN-INCIDENT-MCDB below.

Alternatively, the current installation can be removed and then the new release fully installed as above in FUSION-INCIDENT-MCDB. To remove the current installation run setup.exe, which should detect the current installation and offer Repair or Remove options. Select Remove.

Security Warnings

Microsoft Access 2003 has by default a security setting that shows 1 or more security warnings when starting a database that contains macros and/ or code. This is in relation to determining the authenticity of the source code and its origin. To prevent these messages every time the FUSION-INCIDENT-MCDB is started there is a registry setting to make/alter.

** Caution **

Incorrectly editing the registry may severely damage your system. At the very least, you should back up any valued data on the computer before making changes to the registry.

0. Open Registry Editor with command "regedit" from Start -> Run
1. Go into [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\11.0\Access\]
2. Right Click -> New -> Key, type "Security" (no quotation mark included)
3. In newly created Key Security, Right Click -> New -> DWORD Value, type "Level " (no quotation mark included)
4. Double Click new created value Level, type "00000001" (no quotation mark included) in Value data
5. Restart machine

<u>Manual Install of FUSION-INCIDENT-MCDB from CD</u>

1.Insert CD and copy files as follows

|	File	Path
1	ILogConsole.mde	C:\Program Files\Meyertech_FI
2	ILogData.mde	C:\Program Files\Meyertech_FI \Data
3	ILMLicence.mde	C:\Program Files\Meyertech_FI \Licence

2. The installation should now be complete

Operation

FUSION-INCIDENT-WS OPERATION

1. The FUSION-INCIDENT-WS application is used to create and modify incident logs.
2. The FUSION-INCIDENT-WS will not operate correctly if the network is faulty
3. The configuration set in ILogConsole.mde, must be carefully checked to ensure correct operation. E.G.
   Users names and passwords
   Locations entries
   Schemes entries
   Incident Types
   Quick Text
   Print Preview
   Scheduled backups
4. The FUSION-INCIDENT-WS is designed to allow quick & easy generation of new logs; the operator must fill in all the mandatory boxes, which are highlighted in yellow.
5. The operator may modify his/her own logs by selecting one of them from Recent History and then using the modify button; or double click the log in Recent History.
6. The operator may view any log over the past 4 weeks by using the Search button and then select any log from the results list

<u>Logging On</u>

Each operator must logon to the system to be able to make logs, and may only be logged on once if there are several clients. NB if there has been a fault with the host PC and/or software it is possible that FUSION-INCIDENT-MCDB will incorrectly show an operator as logged-on. If this happens an administrator can reset the logged-on status in the Clients tab of the FUSION-INCIDENT-MCDB.
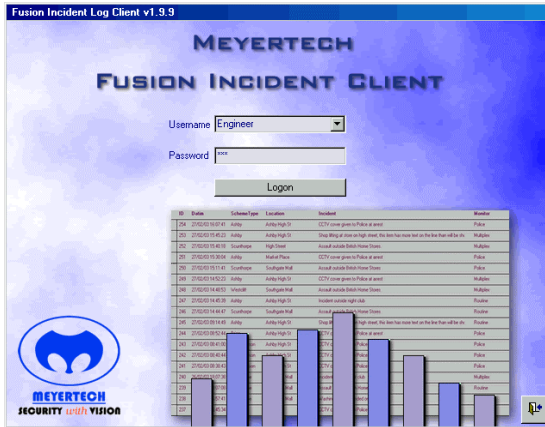
Logging on to FUSION-INCIDENT-WS

Operation
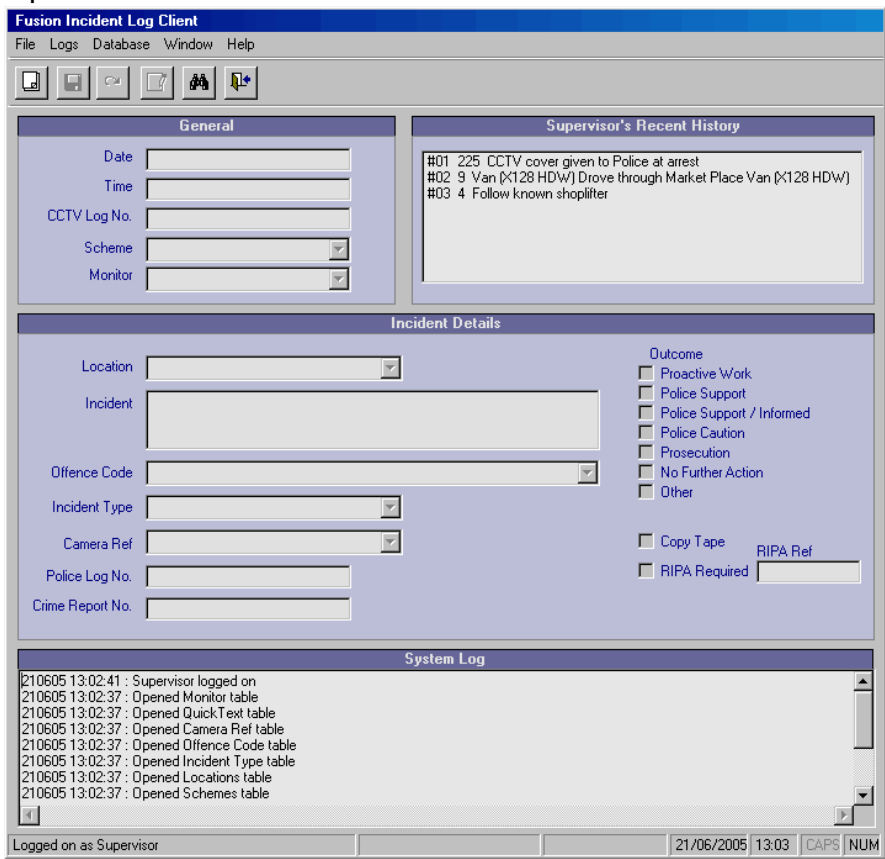
FUSION-INCIDENT-WS display post logon.

Menus

Menu	Description
File > New	Creates new incident
File > Save	Saves new incident
File > Cancel	Cancels current incident
File > Modify	Allows the editing of an existing incident, when selected from Recent History
File > Quit	Closes the application completely
Logs > View Logs	Shows text file used for local audit trail
Database > Reload	Use this if made changes to the configuration without having to restart the application
Window > Minimise	Minimises the window
Help > About	Shows application and licence details

Function Buttons

Function	Description
New Incident	Creates new incident
Save Incident	Saves new incident
Cancel	Cancels current incident
Modify Incident	Allows the editing of an existing incident, when selected from Recent History
History	Replaces System Log with search results for all operators (Incidents are read only)
Search	Shows text file used for local audit trail
Log Off	Operator log off

Create a new Incident

Step	Function	Notes
1.	Create new incident	Use menu or button
2.	Complete mandatory fields for: 1. Scheme 2. Monitor 3. Location 4. Incident 5. Incident type 6. Outcome	For all fields with drop-down selections the operator can either select from the list or start typing and the auto-complete function will show matching items from the list. For the "Incident" text box, the "Incident Quick Text" can be used by double clicking on an item.
3.	Save the new incident	If the operator misses a mandatory item the save operation will be cancelled and the missing field will be highlighted red

Modify an existing Incident (own Incidents)

Step	Function	Notes
1.	Select an incident from the Recent History list	An operator can only modify his or her own incident logs. The default number of logs displayed = 10, but this can be increased if required.
2.	Modify incident	
3.	Edit fields as necessary	
4.	Save the incident	

View Previous Incidents (all Incidents)

Step	Function	Notes
1.	Select the search button to display the recent incidents as a list at the bottom of the form	An operator can only view these incident logs in summary form, they are not editable. This function allows any operator to view other operator's logs.

Field Descriptions

#	Field	Description	Notes	Mandatory
1	Date	The date that the incident is created	Auto filled in, not editable	-
2	Time	The time that the incident is created	Auto filled in, not editable	-
3	CCTV Log No.	Unique reference	Auto filled in, not editable	-
4	Scheme	End-user defined set of schemes/areas etc	Predefined list, set centrally	Yes
5	Monitor	End-user defined list of monitoring methods	Predefined list, set centrally	Yes
6	Location	Location in the Scheme, eg street, road, building etc	Predefined list, set centrally plus operator can use any free text entry.	Yes
7	Incident	Free text entry describing incident.	Operator can choose from "Incident Quick Text" list, which is predefined and set centrally	Yes
8	Offence Code	Police defined list of offence codes	Predefined list, set centrally	No
9	Incident Type	End-user defined set of incident types	Predefined list, set centrally	Yes
10	Camera Ref	List of cameras	Predefined list, set centrally	
11	Police Log No.	Police log no. issued on reporting of incident	These can be exported to the Police in bulk	
12	Crime Report No	Crime Report No	Issued later by the Police if generated. These can be imported from the Police in bulk using the Police Log No	No
13	Outcome	A series of outcomes that are either true/false	These can be tailored to suit the system installation	Yes
14	Copy Tape	If a copy tape issued set True		No
15	RIPA Required	If RIPA required set True		No
16	RIPA Ref	Enter the RIPA Ref		No

FUSION-INCIDENT-WS display at start of new incident with mandatory fields highlighted yellow.

FUSION-INCIDENT-MCDB Operation

General

The FUSION-INCIDENT-MCDB (Console) application is used to centrally manage and report on the incident logs created by the FUSION-INCIDENT-WS.

The functions are as follows, and are made available to those logged on with sufficient access rights.

Table showing the functions organized by tab

Tab	Name	Function
1	Incident Log Table	Browse incidents; double click for editing (not user level), details and printing. Data included is dependant on current month filter setting
2	Incident Log Browse	Browse incidents in detail with immediate availability of editing and printing. Data included is dependant on current month filter setting
3	Search	Data included is NOT dependant on current month filter setting Use any combination of criteria to search for groups of incidents Notes: a Search category criteria are combined (AND) b Outcomes checkboxes are true/false/not used c Time settings can either be simply appended to dates or used every day (between dates or all dates). Data can exported from the filter results for the cross reference of police and crime report numbers. Also see Menu Records > Import Crime reports
4	Graph Schemes	Produces incident count vs. Scheme Data included is dependant on current month filter setting
5	Graph Informed	Produces incident count vs. Informed (Monitor) method Data included is dependant on current month filter setting
6	Top 10 Locations	Produces incident count vs. Top 10 locations Data included is dependant on current month filter setting
7	Clients	Used to reset a logged-on user. This is used when a remote FUSION-INCIDENT-WS, client PC / software has had a problem and the system shows an operator logged on when in fact they are not.
8	Admin - Users	Administration of user accounts
9	Admin - Tables	Administration of editable list tables
10	Admin - General	Print Preview Scheduled tasks Disk Resources

Access Rights

There are 5 user access levels available for use:
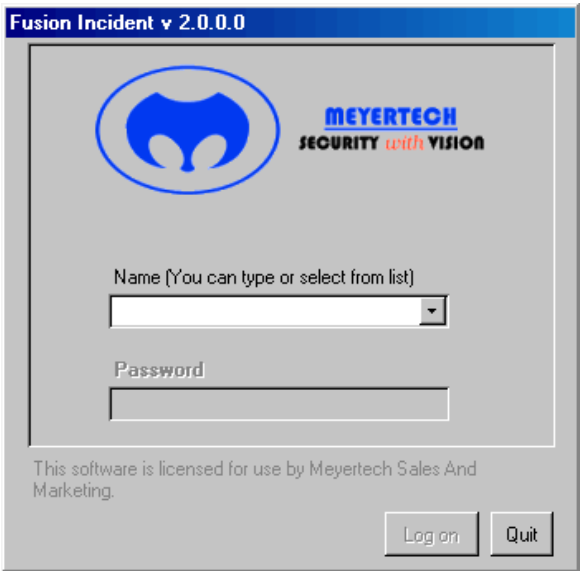
Level	Description	
User	For most restricted use	
Supervisor	Includes some privileges	
Manager	For the system manager	
Engineer	For the installation engineer	

Table showing the functions organized by tab and user access rights

Tab	Name	Access Rights
1	Incident Log Table	Everyone (Supervisor and above can modify data)
2	Incident Log Browse	Supervisor and above
3	Search	Supervisor and above
4	Graph Schemes	Everyone
5	Graph Informed	Everyone
6	Top 10 Locations	Everyone
7	Clients	Everyone
8	Admin - Users	Manager and above
9	Admin - Tables	Manager and above
10	Admin - General	Manager and above

Logging Onto FUSION-INCIDENT-MCDB

Each operator must logon to the system to be able to use the FUSION-INCIDENT-MCDB (Console). The System manager will allocate each user to a user-level to control what functions are available.

Logging on to FUSION-INCIDENT-MCDB

Operation of FUSION-INCIDENT-MCDB (Console)

Menus

Menu	Description
Application > Logoff	User Logoff
Application > Exit	Quit application
Records > Allow Edits	Use to precede Incident modify (not available to user level)
Records > Not Allow Edits	Use to close incident
Records > Refresh Records	Refreshes displayed incidents, including those just created
Records > Import Crime Reports	Use to select Excel spreadsheet with completed Crime Report Numbers
Records > Filter > None	No filter
> 1 Month	Only show incidents up to 1 month old
> 2 Months	Only show incidents up to 2 months old
> 3 Months	Only show incidents up to 3 months old
> 4 Months	Only show incidents up to 4 months old
> 6 Months	Only show incidents up to 6 months old
> 12 Months	Only show incidents up to 12 months old
Print > Quick Print	Applicable if print preview selected, prints immediately
Print > Dialog Print	Applicable if print preview selected, use printer dialog
Help > About	Shows application and licence details

FUSION-INCIDENT-MCDB "Incident Log Table" Tab

" Incident Log Table" Tab

#	Name	Description / Function
1	Details button	Show popup form with details
2	Navigation buttons	1st record; previous record; record count; next record; last record
3	Log Off button	User log off
4	Record selector	Used to select a record
5	Record	Double click to show popup form with details (same as details button)

FUSION-INCIDENT-MCDB "Incident Log Table" Tab with "Details Popup"

"Incident Log Table" Tab with "Details Popup"

#	Name	Description / Function
1	Details button	Show popup form with details
2	Navigation buttons	1st record; previous record; record count; next record; last record
3	Log Off button	User log off
4	Popup details	These details are editable if user is Supervisor or higher. Use the Records > Allow Edits menu item.
5	Print Record	Prints Record
6	Close Popup form	Closes Popup form

FUSION-INCIDENT-MCDB "Incident Log Browse" Tab

"Incident Log Browse" Tab

#	Name	Description / Function
1	Print record button	Prints the record
2	Navigation buttons	1st record; previous record; record count; next record; last record
3	Record details	These details are editable if user is Supervisor or higher. Use the Records > Allow Edits menu item.

FUSION-INCIDENT-MCDB "Search" Tab

"Search" Tab

#	Name	Description / Function
1	Dates	Select to enable dates filter
2	From Date	Use the calendar button to select the earliest date
3	To Date	Use the calendar button to select the latest date
4	D W M Y -	Use these buttons to quickly set the latest date: D = 1 day W = 1 week M = 1 month Y = 1 year - = Remove dates
5	Start month	Use this button to select the default start month when setting the To and From dates, eg if investigating incidents 3 months ago use this function to set the default date accordingly (any day can be selected, it is only the month and year that is saved).
6	Times	Select to enable times filter
7	Apply Every Day	When selecting events across multiple days use the Apply Every Day checkbox to apply the time setting filter every day, otherwise it will simply be used once, i.e. the From Time will be used with the From Date and the To Time will be used with the To Date.
8	From Time	Use the time button to select the earliest time
9	To Time	Use the time button to select the latest time

10	1 4 8 12 -	Use these buttons to quickly set the latest time: 1 = 1 hour 4 = 4 hours 8 = 1 hours 12 = 1 hours - = Remove time
11	Operator	Select to enable operator filter Select an item from the list
12	Scheme	Select to enable scheme filter Select an item from the list
13	Monitor	Select to enable monitor filter Select an item from the list
14	Incident Type	Select to enable incident type filter Select an item from the list
15	Camera Ref	Select to enable camera ref filter Select an item from the list
16	Outcomes	Select to enable outcomes filter Select the check boxes as required: If set true this outcome is required If set false this outcome is not required If set off (greyed) this outcome is not part of the filter (don't care). The button can be used to quickly set all the outcomes true/false/off
17	Location	Select to enable location filter Select an item from the list
18	Police Log	Select to enable police log filter This filter can be set for: All Valid – returns all incidents with a valid police log reference No Entry – returns all incidents without a valid police log reference Match - returns all incidents with a matching police log reference to the police log entered
19	Crime Report	Select to enable crime report filter This filter can be set for: All Valid – returns all incidents with a valid crime report reference No Entry – returns all incidents without a valid crime report reference Match - returns all incidents with a matching crime report reference to the crime report entered
20	Incident	Select to enable incident filter. Up to 4 words or phrases can be added to the 4 text boxes. Select the AND to require all of the words or phrases Select the OR to require any of the words or phrases Use the Reset button to clear all the text boxes

21	Sort Order	Use the sort order to control what order the results are sorted in; either ascending or descending. There are 2 levels of sort.
22	Filter	Use the filter button to retrieve the matching records. If no records are returned try widening the filter by simply turning the filter selection off.

FUSION-INCIDENT-MCDB "Search" Tab - Results

"Search" Tab - Results

#	Name	Description / Function
1	Export	Exports the filtered data to an Excel compatible file

The remaining functions are identical to those in "Incident Log Table" Tab and "Details Popup" described earlier.
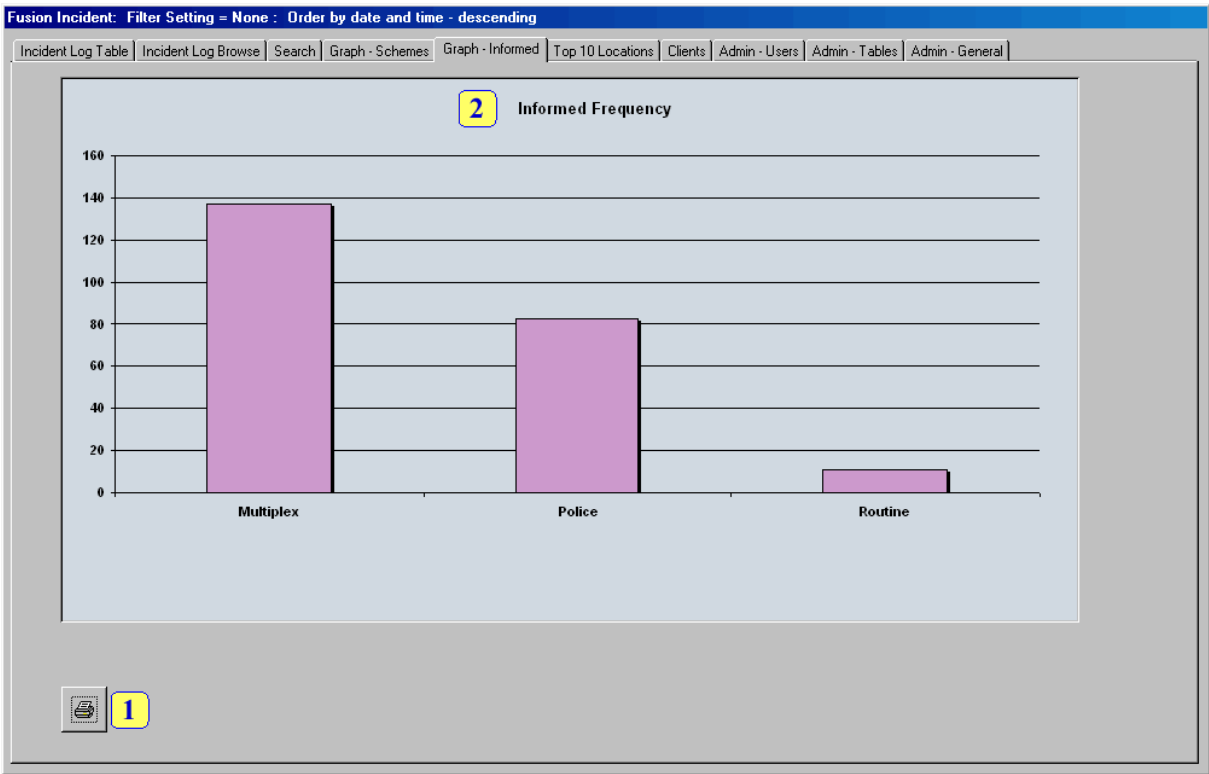
FUSION-INCIDENT-MCDB "Graph - Schemes" Tab
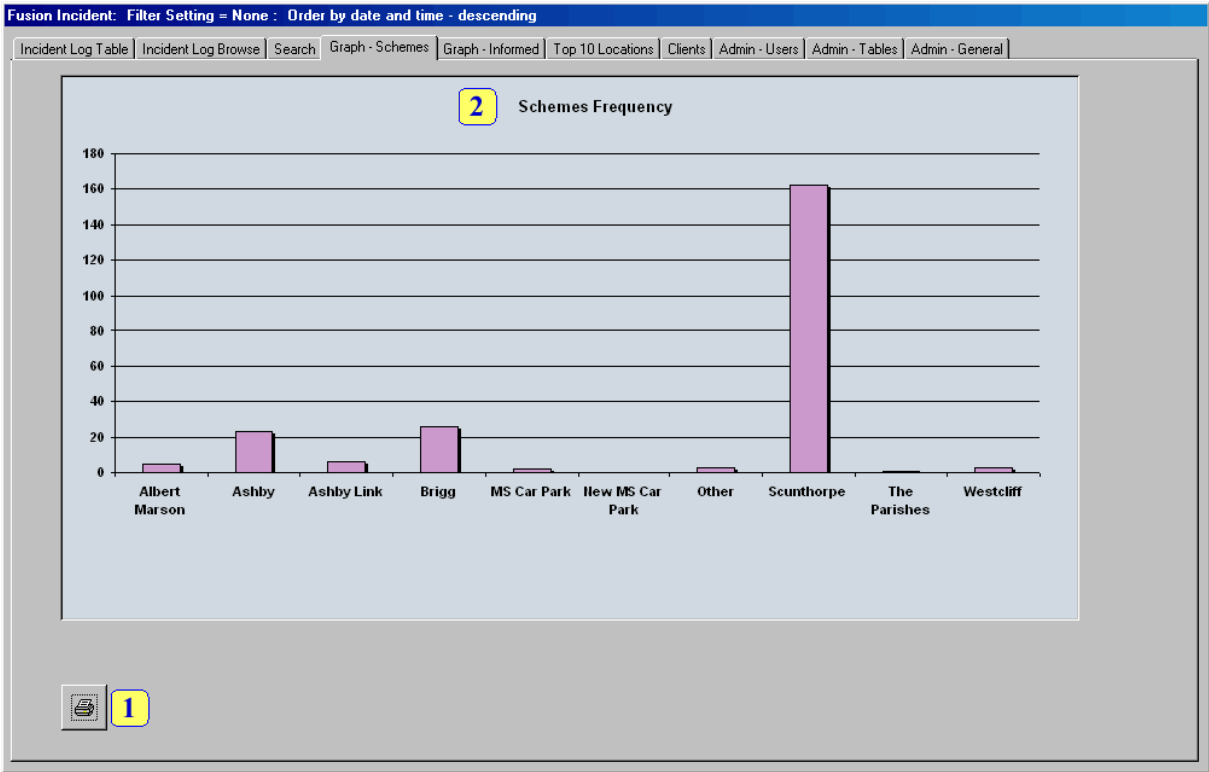
"Graph - Schemes" Tab

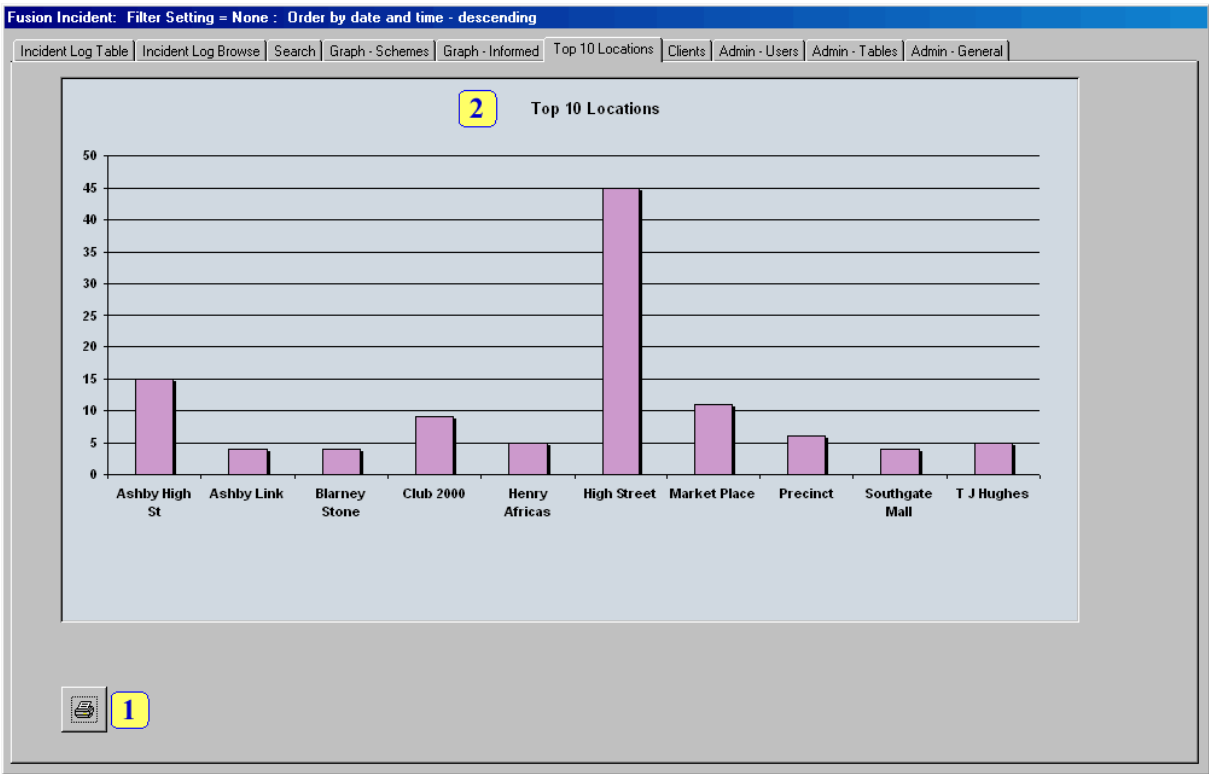| #	Name	Description / Function
1	Print Graph	Prints the graph
2	Graph	This graph is automatically generated from the latest data and the filter setting in the menu Records > Filter >

FUSION-INCIDENT-MCDB "Graph - Informed" Tab

"Graph - Informed" Tab

#	Name	Description / Function
1	Print Graph	Prints the graph
2	Graph	This graph is automatically generated from the latest data and the filter setting in the menu Records > Filter >

FUSION-INCIDENT-MCDB "Graph – Top 10 Locations" Tab

"Graph - Top 10 Locations" Tab

#	Name	Description / Function
1	Print Graph	Prints the graph
2	Graph	This graph is automatically generated from the latest data and the filter setting in the menu Records > Filter >

FUSION-INCIDENT-MCDB "Clients" Tab

"Graph - Clients" Tab

#	Name	Description / Function
1	Users checkbox	If this is ticked it means the user is currently logged on at a client. If there has been a fault with the host PC and/or software it is possible that the FUSION-INCIDENT-MCDB (Console) will incorrectly show a user as logged-on. If this happens an administrator can reset the logged-on status by clearing the checkbox.
2	Refresh	Shows the latest logged on information

FUSION-INCIDENT-MCDB "Admin - Users" Tab

"Admin - Users" Tab

#	Name	Description / Function
1	Users configuration	Accessible to managers and above. Use this tab carefully to add, remove and modify user settings
2	Manual save button	Saves the user information

FUSION-INCIDENT-MCDB "Admin - Tables" Tab

"Admin - Tables" Tab

#	Name	Description / Function
1	Location table	Items can be added and modified in this table. Items cannot be deleted.
2	Quick text table	Items can be added and modified in this table. Items cannot be deleted.
3	Schemes table	Items can only be added in this table. Items cannot be modified or deleted.
4	Incident types table	Items can be added and modified in this table. Items cannot be deleted.
5	Police codes table	Items can only be added in this table. Items cannot be modified or deleted.

FUSION-INCIDENT-MCDB "Admin - General" Tab

"Admin - General" Tab

#	Name	Description / Function
1	Print preview	Select this checkbox to preview all reports before printing. When it is selected this enables the Print > Quick Print and Print > Dialog Print menus. By using the print dialog menu the operator can select from all available printers. When it is not selected the report is sent directly to the default printer.
2	Internal Audit	Use this function to show the Fusion Incident internal audit trail.
3	Schedule Tasks	Fusion Incident can run tasks automatically, based upon a daily or weekly schedule. Backup: Backs up the database Truncate: Not implemented Alert disk space: Checks local and networked drives with alert. Reminder: Reminder to manually compact the databases
4	Disk resources	Use this section to configure which local and networked drives are checked for the Alert disk space scheduled task.

Support

Meyertech offer support during the product's warranty period. Our support team will be happy to help with any problem you may experience relating to the installation or operation of your FUSION-INCIDENT software.

Telephone support (+44(0)161 628 8406), which is available during normal office hours 9AM – 5PM Monday to Friday excluding Bank holidays. This support is free of charge.
Email support. Available 24 hours a day. Our normal response to emails is next working day. This support is free of charge. support@meyertech.co.uk
By Facsimile (+44(0)161 628 9811). Available 24 hours a day. Our normal response to facsimiles is next working day. This support is free of charge.
Site visits. Subject to availability, our engineers are available to attend site to assess and help with particular system problems firsthand. This service is chargeable. Please contact our Support department on +44(0)161 628 8406 for further details and availability.

Meyertech offer Extended Support Contracts on all their software products. Please contact our Sales department on +44 (0)161 628 8406 to discuss your requirements or visit our website www.meyertech.co.uk

Meyertech Limited is a member of the CCTV User Group.

<u>Warranty</u>

Please refer to Meyertech Limited 'Terms & Conditions of Sale of Goods & Services' for interpretation.

1. If the Buyer establishes to the Seller's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured, then the Seller shall at its option, at its sole discretion and within a reasonable time,
   a. arrange for the repair or making good such defect or failure in such Goods free of charge to the Buyer (including all costs of transportation of any Goods or materials to and from the Buyer for that purpose),
   b. replace such Goods with Goods which are in all respects in accordance with the Contract, or

   subject, in every case, to the remaining provisions of this Condition 1 provided that the liability of the Seller under this Condition 1 shall in no event exceed the purchase price of such Goods and performance of anyone of the above options shall constitute an entire discharge of the Seller's liability under this warranty.

2. Condition 1 shall not apply unless the Buyer:

   a. notifies the Seller in writing of the alleged defect within 12 (twelve) months from delivery or such other period or periods as may be agreed in writing between the Seller and the Buyer, and
   b. allows the Seller a reasonable opportunity to inspect the relevant Goods.

3. For the avoidance of doubt, the Seller shall be under no liability under the warranty in Condition 1 above:
   a. where such defects arise from any drawing, design or specification supplied by the Buyer; or
   b. where such defects arise from fair wear and tear, willful damage, or negligence of a party other than the Seller (or its employees or authorised personnel), abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval; or
   c. where such defects arise in parts, materials or equipment which have not been manufactured or designed by the Seller but have been purchased at the Buyer's request by the Seller from the Buyer's designer and manufacturer or from some other third party (the **"Third Party Supplier").**
   d. if the total price of the Goods has not been paid by the due date for payment
   e. in respect of any type of defect, damage or wear specifically excluded by the Seller by notice in writing: or
   f. if the Buyer makes any further use of the Goods after giving notice in accordance with Clause 1

4. Any repaired or replaced Goods shall be redelivered to the Buyer free of charge to the original point of delivery but otherwise in accordance with and subject to these Conditions.

5. Alternatively to Condition 1 the Seller shall be entitled at its absolute discretion on return of the defective Goods to the Seller (at the Seller's request) to refund the price of the defective Goods in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, to relieve the Buyer of all obligation to

pay the sum by the issue of a credit note in favour of the Buyer in the amount of such price.

6. In respect of all Goods supplied to the Seller by a Third Party Supplier the Seller will on request pass on to the Buyer (in so far as reasonably possible) the benefit of any warranty given to the Seller by such Third Party Supplier and will (on request) supply to the Buyer details of the terms and conditions of such warranty and copies of any relevant product information sheets, technical data sheets or product leaflets issued by such Third Party Supplier and the Buyer shall be solely responsible to the entire exclusion of the Seller for complying with the same.

7. For the purposes of Condition 1 references to Goods shall be deemed to exclude software.

8. The Buyer acknowledges that software in general is not error-free and agrees that the existence of such errors in the Software Programs shall not constitute a breach of this Contract.

9. In the event that the Buyer discovers a material error which results in the Programmed Products not performing substantially in accordance with the Functional Specification, or the Licensed Programs not performing substantially in accordance with the relevant Program Documentation and notifies the Seller of the error within 90 days from the date of the Seller making available the respective software to the Buyer (the `**warranty period"**) the Seller shall at its sole option either refund the price which the Buyer has paid to the Seller (or if such price has not been paid, relieve the Buyer of all obligations to pay the sum) in respect of the respective software or use all reasonable endeavours to correct by patch or new release (at its option) that part of the software which does not so comply provided that such non-compliance has not been caused by any modification, variation or addition to the software not performed by the Seller or caused by its incorrect use, abuse or corruption of the software by use of the software with other software or on equipment with which it is incompatible,

10. To the extent permitted by English law, the Seller disclaims all other warranties, with respect to the software which it provides pursuant to the Contract, either express or implied, including but not limited to any implied warranties of satisfactory quality or fitness for any particular purpose.

11. The Buyer is solely responsible for various scanning the software that it receives from the Seller pursuant to the Contract.

12. The Seller warrants that it will use reasonable skill and care in providing the Services to the buyer